Florida CVISN Team Meeting Minutes February 18, 2010 – Thursday, 1:30 – 3:30 p.m.



MINUTES

Participants:

Mike Akridge MT Akridge Consultant Svcs. Veronica Martin FDOT Permits Office

Ernie Brown FDOT OMCC Lynn McElroy DOR

Bryan Hubbard FDOT Permits Office Renee Morrison E-Squared Engineering

Paul Clark Roger Norris FDOT OMCC FDOT

Clem Novenario Richard Easley *E-Squared Engineering* DHSMV

Sharon Easley E-Squared Engineering Jeff Pouliotte FDOT Permits Office

Carol Gergely-Retey FDOT Mary Lou Rajchel FTATim Rutherford Jim Gregg **FMCSA** DACS

Paul Grimes FDOTDan Starling FDOT OMCC

Jessica Hancock FDOT OMCC **Hugh Stephens** DORDavid Helton **DHSMV** Tom Trunda FDOTJudy Johnson Dianna White DHSMV Landstar

FDOT Permits Office Tim Lattner Craig Wilson MCCO

Pati Lytle DACS

Paul Clark welcomed everyone to the meeting and asked each participant to introduce them self to the group and indicate with which agency they worked.

PROJECT UPDATES

Automated Permitting System Utilization & APASS System Upgrades

Ronnie (Veronica) Martin stated there was a change to the APASS system which made it more user friendly. Usage was running 30% to 40% before; it was 50% in December, 61% in January, and month-to-date for February usage has been 41%.

Pre-Clearance at MCCO Weigh Stations

See attached PrePass report for bypass activity for December 2009 and January 2010. In 2009 11.6 million trucks were weighed with an overall bypass rate of 41.6%. For January 2010 there were 1.1 million trucks weighed with a bypass rate of 31%.

Pre-Clearance at Ag. Sites

Tim Rutherford provided the following information regarding the AgPass program.

The following reflect the number of Pre-Pass applications received since inception of the program (June 2002) through February month to date 2010:

2,586 applications approved

- 1,008 applications denied
 - 51 applications previously processed (25approved and 26 denied)
 - 30 applicants requested their applications be discarded
 - 4 applications returned for signatures
 - 64 applications discarded (unable to contact after repeated attempts)
 - 12 applications discarded (failed to respond to request for information)
 - 12 applications continue to be worked (unable to contact will continue to try)

47 applications on desk to be worked 3,814Total Applications Received Since Inception of Program (June 2002)

In January 2010, 91,125 trucks bypassed the Ag sites. Complete information for 2009 and YTD 2010 is attached.

BOL Program

Lynn McElroy reported collections were better for December and January. [NOTE: DACS collections result from the BOLs that are scanned at the DACS interdiction stations and the CVISN collections result from collections that result from the electronic BOLs that are submitted by AgPass participants.]

Lynn reported they are upgrading to a new system, which is in the testing phase now.

The status of the most recent mailing of letters requesting electronic data to DOR is: 155 letters were sent certified mail and of these: 55 signed the receipt of acknowledgement and have not responded, 43 no data was needed, 19 need to send data, and 38 were undeliverable. Lynn will work with Tim Rutherford on better addresses for the undeliverable letters.

Electronic Credentialing (IFTA¹, IRP²) System Usage Stats/SAFER uploads

Judy Johnson reported on the Electronic Credentialing activity. Complete information is attached.

Judy stated they added 169 CVISN accounts in December, and 71 in January.

PRISM Implementation

David Helton reported the PRISM Implementation plan was submitted on Monday, 2/15/2010. Project resources are being lined up and implementation will begin soon. Judy Johnson will be the IT-Program Manager for this project. David reported Judy is currently working on the specifications for the cab card changes. They expect to have PRISM fully deployed by January 2011. The total grant is for \$750,000, and the project should cost about \$799,000 total. The budget for barcode readers and training was increased. Two maintenance positions will also be funded with PRISM grant funds. Changes will be coming with collecting registrant numbers/FDOT numbers. David thanked FMCSA for funding PRISM.

FloridaTruckingInfo.com and Help Desk Website

See appendices for Help Desk utilization stats.

Sharon Easley reported phone use in November was down a little, it went back up in December, and was down again a little in January. However, of the 100 calls to the Help Desk phone line in January, 90 people transferred to the agency they wanted to speak with, which cuts down on calls to the FDOT office. The cost of this line is covered as part of the FDOT phone system, so it is not costing the CVISN program any money.

After many months of no reports for website utilization stats, Carol Gergely-Retey reported they are now using "Google Analytics" and will be able to report on a wide variety of utilization statistics. Since February 3, the date this was initiated, there have been 246 visits to the www.FloridaTruckingInfo.com website by 108 different people; 60% went to the home page, and 67% were directed there from Google or went directly to the website. Carol will work on some graphed statistics at a later date when she has more data. There have been visitors to the website from all over the world, 84% were from the US, but there have been visitors from the UK, Panama, and Nigeria. This information will help the team decide where to make improvements in the website.

2

¹ International Fuel Tax Agreement

² International Registration Plan

Trucking Industry Update

Dianna White reported she had just attended the IFTA/IRP workshop in San Antonio. There will be a big presentation coming up the beginning of 2011 regarding the utilization of GPS for auditing. IFTA or IRP will probably be contacting FDOT or FTA regarding site visits to a weigh scale, to see DOT readers, PrePass, LPR, etc. Most likely law enforcement will be involved. The meeting in February 2011 is in Orlando, 2/8 – 2/10/2011. If possible, maybe the CVISN meeting that month could he held in conjunction with this IFTA/IRP meeting. Dianna just wanted to give the team a head's up notice on this.

The question was raised regarding the reaction of the industry to GPS being used for auditing. Dianna said the industry seemed to be okay with this. They know it is part of the future and need to learn as much about this as possible.

Pensacola AgPass Sole-Source Status

Carol Gergely-Retey stated there has been a little progress on this. The permits are mostly approved, some items were resubmitted for final approval and they are awaiting final approval on those. There was an FHWA issue regarding drilling for one pole, and this is being worked on.

Expanded CVISN

The Expanded CVISN Program Plan has been approved by FMCSA.

A discussion was held regarding budget reallocation. A spreadsheet was presented showing the original budget, as well as the revised costs for various projects. The virtual weigh stations project is projected to cost about \$600,000 less than originally anticipated, and some other projects will cost a little more. The reasons for the cost differences are as follows:

<u>Virtual Weigh Station</u>: The budget submitted in the Program Plan was an estimate. When researching actual costs, it was found that there would be a savings of about \$600,000 from the original \$2 million estimate.

<u>Automated Brake Thermal Imaging</u>: Based on information from a webinar regarding this technology, it was learned that the cost of this project would be \$100,000, not \$50,000.

<u>Electronic Credentialing System Enhancements</u>: The estimated budget for this project went from \$100,000 to \$180,000. The reason for this is that when the Program Plan was first drafted, DHSMV was unsure exactly what the enhancements would be. Hours have been added to develop additional enhancements that have been suggested by industry.

<u>Dept of Agriculture LPR Expansion</u>: This project will develop a portal for manual entry of container and license plate numbers at DACS remote interdiction stations. The tag numbers will be run against the FCIC/NCIC databases to check for criminal activity. The number of locations that will have this capability was expanded from the original 6 to 11.

<u>Automated Permitting System Enhancements</u>: The permitting office has been looking at other states with more sophisticated systems, more automated systems than Florida. Currently permit data is entered more than once; it is possible that some data is reentered up to six times. The permitting office is considering several enhancements to their current systems, such as using GIS to do real-time updates of permit restrictions; automating ASABE; and connecting OVP with SmartCOP. GIS potentially can be hooked up with real-time data to the GPS in a truck. Currently staff is manually entering truck configurations. The amount of system enhancements will depend on available funding. Bryan Hubbard and Ronnie Martin will act as co-program managers for the permits office permitting systems enhancement project.

<u>Expanded CVISN Operations and Maintenance activities</u>: This is for maintenance of the new systems. Much of the increase in this area is for the expanded locations for the Dept of Agriculture (from 6 to 11). They will have a 24/7 maintenance contract, and since there will be more sites it will increase O&M costs.

In creating the Expanded CVISN Program Plan, the CVISN team only asked for dollars to fund the projects they needed. The projects were prioritized with helping the trucking industry being the primary goal. The CVISN team put the money where it could help the most. There is still \$189,000 remaining in the budget after the reallocation of funds. The team was asked how best to spend this \$189,000.

A long discussion was held by the team with suggestions of additional money to accelerate the permitting project, evaluating standardizing LPR equipment with the goal of reducing O&M costs and supporting data exchange between DACS and OMCC (no standardization currently exists in systems to enable them to communicate), and keeping the funds in reserve in case current budgets on projects run over. The final decision was to keep the \$189,000 as reserve in case it is needed. The Expanded CVISN grant runs through 2015, so there is a 5-year window to get the approved projects completed.

It was decided that a detailed plan should be presented to the CVISN team before a bid request is put out for any of the projects, since details from one project may help other projects as well. Doing the homework and gathering details up front will help alleviate problems that come up that could potentially cost more money.

Craig Wilson will be given assistance regarding the RFP for the VWS. It was mentioned that bidding more than one site at a time may be more cost effective.

As plans roll out, each agency will update the CVISN team on how their plan/project is going. Sharon Easley stated these details are needed for the Federal Quarterly Reports. The next report will be due April 30 for the first quarter of 2010, and good, accurate information is needed.

The permits office will do a presentation at the April CVISN meeting on their system enhancements projects to assure that the CVISN team is aware of the full scope of their project and to kick-off the Automated Permitting System Enhancements Expanded CVISN project.

OTHER ITEMS

There is a webinar coming up on Wednesday, February 24 regarding the Federal Pre-Employment Screening Program. Sharon Easley will send the information out to the team on how to register for the webinar, it is free. Jim Gregg reported the Federal Pre-Employment Screening Program was to be up and running in December, but issues came up regarding how to keep electronic data private, and how to validate authorization given to provide driver information was actually given by driver. There are still many issues, both technical and policy related, that need to be resolved prior to implementation of this program.

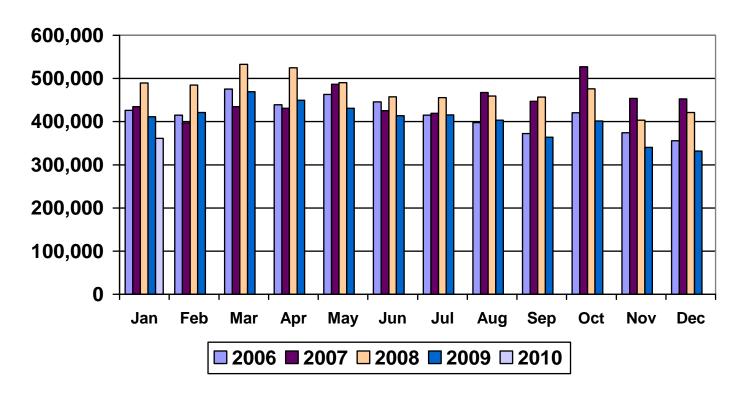
The E-Clearance (PrePass/AgPass) Contract was posted, with questions able to be asked until February 24. The issue of OOS with PrePass will be addressed in the contract, as well as combining the OMCC and DACS programs in one contract.

The issue of Smart Parking is being looked into in St. Augustine. A research grant for \$150,000 has been applied for to study how much parking is available. Comfort stations at weigh stations may be looked into. Richard Easley stated that at the I-95 Corridor Coalition meeting at the annual Transportation Research Board meeting in January, one challenge that came up was no one asked the industry what they needed prior to developing technology. Need to find out where there is overflow, and what the truckers would use/desire to see in parking locations. Florida will obtain input from FTA.

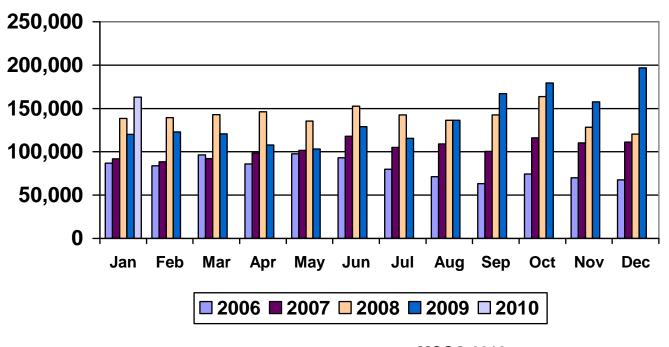
CVISN MEETING
The CVISN meeting schedule for 2010 will be on an every-other-month basis. The next CVISN meeting will be April 28, 2010 – 1:00 – 3:00 pm, Conference Room #330, 3rd Floor in the Rhyne Building.

Appendices

MCCO PrePass Bypass Activity



MCCO PrePass Pull-in Activity

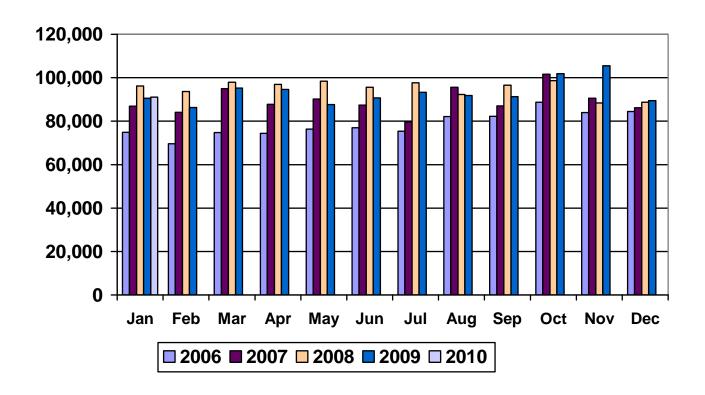


MCCO 2010

Bypasses = 361,417

Pullins = 163,055

Dept. of Agriculture Bypass Activity



DACS YTD 2010Bypasses = 91,125

			Yearl	y Total By	passes		
	2004	2005	2006	2007	2008	2009	YTD 2010
MCCO	3,565,031	3,672,099	4,999,990	5,377,185	5,651,939	4,851,658	361,417
Agriculture	616,866	696,802	943,974	1,072,203	1,141,077	1,118,141	91,125
TOTAL	4,181,897	4,368,901	5,943,964	6,449,388	6,793,016	5,969,799	452,542

Motor Carrier Compliance Office (MCCO)

Time Period	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10
# sites	16											
Bypasses	361,417											
Pullins	163,055											

Time Period	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09
# sites	17	16	16	16	16	16	16	16	16	16	16	16
Bypasses	411,421	420,864	469,064	449,240	431,090	413,693	415,841	403,031	363,993	401,315	340,588	331,518
Pullins	120,236	122,907	120,595	107,865	103,045	129,064	115,358	136,281	167,170	179,350	157,545	196,850

Time Period	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08
# sites	18	18	18	18	18	18	17	17	17	17	17	17
Bypasses	489,394	484,542	532,791	525,044	490,390	457,809	455,435	459,515	456,681	475,878	403,221	421,239
Pullins	138,519	139,299	142,793	146,229	135,479	152,715	142,529	136,499	142,438	163,563	128,318	120,366

Time Period	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07
# sites	19	18	16	17	17	17	17	18	18	18	18	18
Bypasses	434,899	397,084	434,543	430,912	486,536	425,364	419,389	467,265	447,173	527,342	453,986	452,692
Pullins	91,735	88,375	92,004	98,699	101,536	117,960	105,135	109,083	100,566	116,166	110,385	111,074

Time Period	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
# sites	19	19	19	19	19	19	19	19	19	18	18	18
Bypasses	426,382	414,727	475,417	439,302	463,309	445,574	445,574	415,124	372,512	420,255	374,152	355,593
Pullins	87,010	83,970	96,555	85,847	97,546	93,079	93,079	79,886	63,291	74,284	69,918	67,525

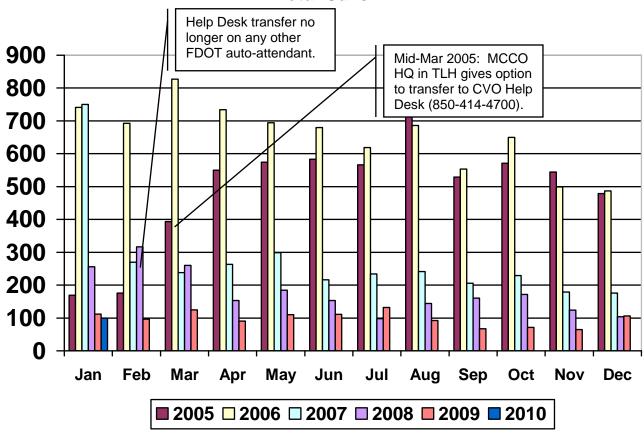
MCCO Notes:

Punta Gorda NB closed 01/2010
Plant City EB closed 2/2009 – 12/2009
Plant City WB closed 7/2008 – 1/2010
Pensacola EB closed 8/2005 – 12/2007
Flagler NB closed 3/2007-7/2007
Wildwood SB closed 8/2006-3/2007

Department of Agriculture

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Time Period	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10
# sites	6				,				•			
Bypasses	91,125											
Time Period	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09
# sites	6	6	6	6	6	6	6	6	6	6	6	6
Bypasses	90,602	86,245	95,185	94,608	87,595	90,735	93,224	91,820	91,337	101,814	105,535	89,441
Time Period	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08
# sites	6	6	6	6	6	6	6	6	6	6	6	6
Bypasses	96,240	93,649	97,911	96,915	98,420	95,559	97,641	92,288	96,633	98,665	88,397	88,759
Time Period	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07
# sites	6	6	6	6	6	6	6	6	6	6	6	6
Bypasses	86,873	84,088	94,972	87,789	90,224	87,433	79,729	95,603	86,997	101,657	90,637	86,201
Time Period	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
# sites	6	6	6	6	6	6	6	6	6	6	6	6
Bypasses	74,937	69,626	74,815	74,398	76,329	76,923	75,335	82,147	82,201	88,785	83,967	84,511

FLORIDA TRUCKING INFO TELEPHONE HELP DESK Total Calls



CVO Help Desk Statistics	Ja	an. 2010	Fe	b. 2010	М	ar. 2010	Арі	r. 2010	M	ay 2010	Ju	ın 2010
Total calls received	100	Avg calls/wk: 25										
Number of callers that selected an option and transferred	90	90.0%										
Number of callers that held for an operator	5	5.0%										
Number of hang ups	5	5.0%										

CVO Help Desk Statistics	Ju	ıl. 2010	Au	g. 2010	Sep	. 2010	Od	ct. 2010	N	ov. 2010	De	ec. 2010
Total calls received												
Number of callers that selected an option and transferred												
Number of callers that held for an operator												
Number of hang ups										_		_

CVO Help Desk Statistics	Ja	an. 2009	Fe	eb. 2009	М	ar. 2009	Apr	. 2009	M	ay 2009	Ju	n 2009
		Avg		Avg		Avg		Avg		Avg		Avg
Total calls		calls/wk:		calls/wk:		calls/wk:		calls/wk:		calls/wk:		calls/wk:
received	112	28	96	24	125	31	91	23	110	28	111	28
Number of												
callers that												
selected an												
option and												
transferred	90	80.4%	75	78.1%	101	80.8%	66	72.5%	89	80.9%	96	86.5%
Number of												
callers that held												
for an operator	4	3.6%	6	6.3%	9	7.2%	7	7.7%	5	4.5%	4	3.6%
Number of hang												
ups	18	16.1%	15	15.6%	15	12.0%	18	19.8%	16	14.5%	11	9.9%

CVO Help Desk Statistics	J	ul. 2009	Α	ug. 2009	S	ер. 2009	0	ct. 2009	N	lov. 2009	De	ec. 2009
Total calls received	132	Avg calls/wk: 33	92	Avg calls/wk: 23	67	Avg calls/wk: 17	71	Avg calls/wk: 18	65	Avg calls/wk: 16	106	Avg calls/wk: 27
Number of callers that selected an option and transferred	104	78.8%	69	75.0%	54	80.6%	55	77.5%	55	84.6%	76	71.7%
Number of callers that held for an operator	7	5.3%	2	2.2%	2	3.0%	3	4.2%	4	6.2%	9	8.5%
Number of hang ups	21	15.9%	21	22.8%	11	16.4%	13	18.3%	6	9.2%	21	19.8%

				Total Number	r of IFTA D	ecals from 01	/01/2008 thru	ı 11/30/20	109			
Month		Jan			Feb			Mar			Apr	
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	5701	49	0.859%	3752	16	.426%	2470	29	1.174%	1279	22	1.720%
2009	4875	63	1.292%	2512	44	1.752%	3189	31	0.972%	1032	27	2.616%
Month		May			Jun			Jul			Aug	
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	1184	3	0.253%	1014	19	1.874%	1095	4	0.365%	3730	39	1.046%
2009	827	83	10.036%	868	23	2.650%	1100	77	7.000%	782	16	2.046%
Month		Sep			Oct			Nov			Dec	
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	12034	99	0.823%	7549	79	1.046%	6470	84	1.298%	8710	145	1.665%
2009	4103	316	7.702%	12401	335	2.701%	8872	476	5.365%			
Year End/ Present	2008			2009			From 2008-	Present				
	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %			
	54988	588	1.069%	40566	1496	3.688%	95554	2084	2.181%			

			Total N	lumber of IFT	A Tax Retu	rns entered f	rom 01/01/20	08 thru 11	/30/2009				
Month		Jan			Feb			Mar			Apr		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	
2008	3156	139	4.404%	6618	17	0.0257%	2013	24	1.192%	3902	157	4.024%	
2009	3281	177	5.395%	6292	29	0.461%	1877	27	1.438%	3476	218	6.272%	
Month	May				Jun			Jul			Aug		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	
2008	5399	15	0.278%	1706	23	1.348%	3730	157	4.209%	4914	18	0.366%	
2009	5579	28	0.502%	1583	26	1.642%	4167	240	5.760%	4877	18	0.369%	
Month		Sep			Oct			Nov			Dec		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	
2008	1542	16	1.038%	4322	173	4.003%	5206	10	0.192%	1975	26	1.316%	
2009	1310	41	3.130%	3786	292	7.713%	5303	74	1.395%				
Year End/													
Present	2008 Legacy & CVISN	CVISN	CVISN %	2009 Legacy & CVISN	CVISN	CVISN %	From 2008- Legacy & CVISN	Present CVISN	CVISN %				
	44483	775	1.742%	41433	1170	2.824%	85916	1945	2.264%				

			Total Numb	per of IFTA Tax	x Returns I	Refunds enter	ed from 01/0	1/2008 thi	ru 11/30/2009)		
Month		Jan			Feb			Mar			Apr	
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	20	18	90%	1	0	0%	1	1	100%	21	20	95.238%
2009	20	20	100%	1	1	100%	3	3	100%	16	16	100%
Month		May			Jun			Jul			Aug	
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	1	1	100%	3	3	100%	20	20	100%	0	0	0%
2009	0	0	0%	1	1	100%	14	14	100%	0	0	0%
Month		Sep			Oct			Nov			Dec	
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	3	3	100%	19	18	94.737%	2	1	50%	0	0	0%
2009	3	2	66.667%	16	16	100%	1	1	100%			
Year End/	2000	<u> </u>		2000	<u> </u>		5 2000	<u> </u>			<u> </u>	
Present	2008 Legacy & CVISN	CVISN	CVISN %	2009 Legacy & CVISN	CVISN	CVISN %	From 2008- Legacy & CVISN	CVISN	CVISN %			
	91	85	93.407%	75	74	98.667%	166	159	95.783%			

			Total Numb	er of IRP Sup	plement p	aid thru the w	reb from 01/0	1/2008 th	ru 11/30/2009	9			
Month		Jan			Feb			Mar			Apr		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	
2008	1857	0	0%	1893	0	0%	1810	2	0.110%	1971	1	0.051%	
2009	1734	4	0.231%	1741	6	0.345%	1996	7	0.351%	1869	11	0.589%	
Month	May				Jun			Jul			Aug		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	
2008	1855	1	0.054%	1887	2	0.106%	1991	2	0.100%	1789	2	0.112%	
2009	1679	8	0.476%	2029	12	0.591%	1739	15	0.863%	1723	21	1.219%	
Month		Sep			Oct			Nov			Dec		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	
2008	1921	4	0.208%	2283	3	0.131%	1071	2	0.187%	1058	3	0.284%	
2009	1683	15	0.891%	1874	22	1.174%	1165	10	0.858%				
Year End/ Present	2008			2009			From 2008-	Dresent					
resent	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %				
	21386	22	0.103%	19232	131	0.681%	40618	153	0.377%				

			Total Numb	er of IRP Regi:	strations p	aid thru the v	veb from 01/0	01/2008 th	ru 11/30/200	9			
Month		Jan			Feb			Mar			Apr		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	
2008	4196	0	0%	3479	0	0%	3692	3	0.081%	4608	1	0.022%	
2009	3793	23	0.606%	2976	8	0.269%	4593	17	0.370%	3966	26	0.656%	
Month		May	T		Jun	T		Jul	Т		Aug	Т	
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	
2008	3637	1	0.027%	6313	2	0.032%	3981	2	0.050%	4724	2	0.042%	
2009	2701	12	0.444%	4942	19	0.384%	5029	27	0.537%	4501	52	1.155%	
Month		Sep			Oct			Nov			Dec		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	
2008	5153	4	0.078%	6369	13	0.204%	1750	2	0.114%	2501	7	0.280%	
2009	4201	31	0.738%	3410	70	2.053%	1550	27	1.742%				
Year End/													
Present	2008			2009			From 2008-	Present					
	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %				
	50403	37	0.073%	41662	312	0.749%	92065	349	0.379%]			

			Total Numb	er of IRP Supp	lement bil	lled thru the v	veb from 01/0	01/2008 th	ru 11/30/200	9			
Month		Jan			Feb			Mar			Apr		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	
2008	2108	4	0.190%	1993	7	0.351%	2051	24	1.170%	2021	16	0.792%	
2009	2014	30	1.490%	1946	37	1.901%	2286	44	1.925%	2022	38	1.879%	
Month	May				Jun			Jul			Aug		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	
2008	2026	20	0.987%	2128	24	1.128%	2287	19	0.831%	2099	36	1.715%	
2009	2013	38	1.888%	2353	60	2.550%	1902	41	2.156%	2035	86	4.226%	
Month		Sep			Oct			Nov			Dec		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	
2008	2116	29	1.371%	2183	13	0.593%	1291	17	1.317%	1331	31	2.329%	
2009	1768	57	3.224%	1915	54	2.820%	1390	32	2.302%				
Year End/													
Present	2008 Legacy & CVISN	CVISN	CVISN %	2009 Legacy & CVISN	CVISN	CVISN %	From 2008- Legacy & CVISN	Present CVISN	CVISN %				
	23634	240	1.015%	21644	517	2.389%	45278	757	1.672%				

			Total Numb	er of IRP Regi	stration bi	lled thru the v	veb from 01/0	01/2008 th	ru 11/30/200	9		
Month		Jan			Feb			Mar	• •		Apr	
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	4241	6	0.141%	3873	7	0.181%	4134	28	0.677%	4578	39	0.852%
2009	3653	73	1.998%	4038	140	3.467%	4564	66	1.468%	4076	132	3.238%
Month		May			Jun			Jul			Aug	
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	3820	40	1.047%	6356	52	0.818%	5326	29	0.544%	4714	106	2.249%
2009	4181	72	1.722%	6140	126	2.052%	4599	90	1.957%	5652	513	9.076%
Month		Sep			Oct		Nov				Dec	
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	6527	65	0.996%	4141	44	1.063%	2458	27	1.098%	3078	98	3.184%
2009	3677	379	10.307%	3130	106	3.387%	2242	92	4.103%			
Year End/ Present	2008			2009			From 2008-	Present				
-	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %			
	53246	541	1.016%	45952	1789	3.893%	99198	2330	2.249%			

	Total Nu	mber of IRP Re	egistration per	month per sup	plement type e	ntered thru the	e web from 01/	01/2008 thru 1	1/30/2009	
	Add Juris	sdiction	Add V	ehicle	Duplicate	Cabcard	Rene	ewal	Transfer Re	egistration
	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009
Jan	0	9	0	4	1	0	5	58	0	2
Feb	0	4	1	0	0	2	6	132	0	2
Mar	0	8	1	13	0	3	27	39	0	3
Apr	0	6	2	2	0	2	37	121	0	1
May	0	7	3	11	1	2	36	49	0	3
Jun	0	17	4	5	0	1	48	101	0	2
Jul	0	3	4	5	0	1	25	80	0	1
Aug	0	39	8	14	0	1	98	458	0	1
Sep	0	59	2	11	0	2	63	304	0	3
Oct	0	43	6	12	0	1	35	43	3	7
Nov	1	14	0	4	0	11	25	59	1	4
Dec	2		7		0		89		0	
Yr Total	3	209	38	81	2	26	494	1444	4	29
Total	21	2	11	.9	2	8	19	38	3:	3

					IRP: O	riginal and Re	enewal Transa	ctions			
Reg Yr		2009			2010			2011			
	Legacy & CVISN CVISN %		Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %			
	14663	145	0.989%	13061	344	2.634%	18	2	11.111%		
	IRP: Total Ti	ransaction	s								
		2009			2010			2011			
	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %		
	20683	229	1.107%	16124	442	2.741%	18	2	11.111%		
	IFTA Transa	ctions		Г							
	1	Γax Return	S	De	cals Order	red					
	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %					
	85908	1945	2.264%	95554	2084	2.181%					

	Total Number of CVISN Accounts											
	20	06	20	07	20	08	20	09				
	New CVISN Accounts per Month	Total Number of CVISN Accounts										
Jan			12	80	39	956	69	1918				
Feb			10	90	266	1222	75	1993				
Mar			11	101	30	1252	65	2058				
Apr			251	352	37	1289	88	2146				
May			224	576	25	1314	81	2227				
Jun			26	602	35	1349	426	2653				
Jul			34	636	35	1384	149	2802				
Aug			30	666	52	1436	119	2921				
Sep	17	17	63	729	112	1548	129	3050				
Oct	35	52	45	774	165	1713	125	3175				
Nov	11	63	56	830	72	1785	95	3270				
Dec	5	68	87	917	64	1849						
Yr Total	6	8	84	19	93	32	14	21				